

BURNABY PUBLIC LIBRARY BOARD

AGENDA

Regular Meeting

DATE: 2023 July 20 (Thursday)

PLACE: via Zoom

TIME: 19:00h (7:00pm)

CHAIR: Mandy Yang

Our dream is:

A welcoming community where all people can explore, learn and connect.

To realize our dream:

We empower the community to engage with and share stories, ideas and information.

We would like to recognize we are on the ancestral and unceded homelands of the hən̓q̓əmi̓n̓əm and Skwxwú7mesh speaking peoples, and to extend appreciation for the opportunity to hold a meeting on this territory.

PAGE NO.

1. **Motion** to receive agenda
2. **Minutes** (5 minutes incl. agenda)
 - i) **Motion** to adopt the minutes of the regular meeting held 2023 April 20 as circulated
3. **Reports** (10 minutes total)
 - i) **Board Chair** (verbal)
 - ii) **Council Liaison** (verbal)
 - iii) **InterLINK Representative** (verbal)
4. **Items for Information**
 - i) **Strategic Planning Engagement Report** (45 minutes)
 - ii) **Quarterly Report** (10 Minutes)
 - iv) **Metrotown Renovations** (10 minutes)

ENCLOSED

3

37

51

5. **Other Business**
6. **Next Library Board Meeting** – 2023 September 21 at the Tommy Douglas Library

7. Adjournment

Motion to adjourn the regular meeting



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 JULY 20

SUBJECT: STRATEGIC PLANNING

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

At the February Board meeting, the Chief Librarian presented a strategic planning outline and the Library Board appointed Sarah Bartnik, Gene Blishen, Sangeeta Subramanian, Caroline White and Mandy Yang to sit on the Planning Committee.

The strategic planning process is divided into three main phases:

Research

A Strategic Plan Research report was presented to the Library Board at the May 2023 meeting.

Engagement

The goal of the engagement phase was to gather input from Board, staff, patrons, community members and key contacts to inform the development of the strategic plan. The engagement took place in May and June.

The attached Strategic Planning Engagement report summarizes what we heard from board, staff and the community.

Plan Development

In fall 2023, consultant [Nicki Kahn moui](#) will facilitate plan development workshops, using information from the research and engagement phases. In August, the Board Planning Committee will work with Nicki to develop the workshops.

A draft plan will be brought to the Board for discussion in October and approval in November. The final plan will be shared in January 2024.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

BPL Strategic Planning Engagement Report

Beth Davies
Chief Librarian

July 13, 2023

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Key Highlights

As part of Burnaby Public Library’s strategic planning process, we asked for ideas from library board members, staff, patrons, community leaders and people throughout Burnaby. This report summarizes the results of the engagement and provides background on the engagement process.

From the engagement process we sought input through surveys, workshops and conversations about community connections, hopes and needs. We heard from a majority of staff, all board members, a significant number of community leaders, and a selection of community groups.

In response to the question, “**What does being connected mean to you?**” key themes included gathering, inclusion & belonging, caring for each other, access to information, friends & family, communication & sharing ideas, physical space, commonalities and appreciating differences. Connection also surfaced as a theme in responses to questions about values, goals and priorities.

People in Burnaby face a number of **barriers**, in particular affordability, mental health, access to and awareness of services, barriers faced by newcomers, digital literacy, lack of belonging, lack of identified space for Indigenous community members, and lack of space to meet and gather. Many of these barriers were also mentioned in response to questions about values, goals and priorities.

Survey respondents were asked to **imagine the year 2029** and list things that BPL would have done to make them proud to be connected with the library. Many themes involved ideas for library programs and collections, new or improved library spaces, workplace factors, community integration, and priority topics and values such as climate action, EDI, intellectual freedom and Indigenous peoples.

There is strong support among board members and staff for the **values** of intellectual freedom, community and integrity, with most rating these values as essential or very important. Innovation was rated lower as a value. The application of intellectual freedom sparked most debate, particularly in relation to inclusion and anti-oppression. Other suggested values included anti-racism and other EDI-related values.

There is strong support among board members and staff for all current **goals**. In particular, Connect with Community was rated as essential by more than 60% of staff and 80% of board members. There were a variety of other goals suggested, but no consistent themes emerged.

Of the possible **priorities** suggested, there was most support for services in languages other than English, and for services for Indigenous peoples. There was significantly less

support for providing access to books at non-library locations, and for experts-in-residence. Other suggested priorities included accessibility, mental health resources for staff, increased programming, focus on traditional services, and better change management and consultation.

Engagement Process

The engagement process took place in May and June 2023 and had two main goals:

1. Emphasize BPL's ongoing commitment to creating inclusive library services through prioritizing the voices of people who are underrepresented and marginalized. Ask broad questions about people's hopes and fears for their lives and their city, rather than asking specific questions about library services.
2. The existing plan has served us well. Use consultation to check in on what needs changing, rather than starting from scratch.

The engagement process included four key components.

1. Online surveys

Online surveys were promoted to staff, Board members and the public from May 22 to June 18. The online survey asked participants to answer questions about what connection means to them, about big things that the library could do in the next five years, and to comment on possible future priorities. Board and staff surveys also included questions about our current values and goals.

- The survey was promoted via print media, on the BPL website and social media, by decal on the BPL delivery truck, by posters and postcards in branches, on self-serve checkout terminals, and by staff working in branches and in the community.
- 6 Board members, 65 staff and 122 members of the public completed the online survey
- The survey was available in English only. Survey participants are more likely to have good written English.
- The survey was only available online and so survey participants are more likely to have good computer skills and ready access to a computer or other device
- As the public survey response rate was low, this should be taken into account in assessing results.

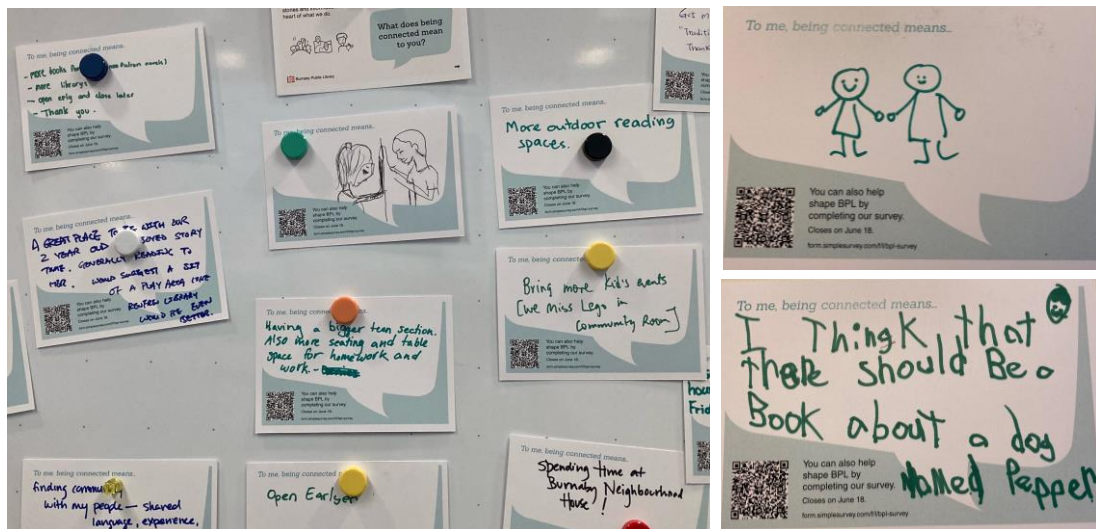
Online survey results were tabulated and themed by Kira Tozer Consulting.

2. In-branch and parks public engagement

Patrons in branches were asked one question between May 22 and June 11: "Connecting people through ideas, stories and information is at the heart of what we do. What does being

connected mean to you?” Patrons were asked to write their answers on a postcards and staff pinned the cards on boards in prominent locations in the library. A total of 647 cards were received, including

- 264 cards at McGill
- 128 cards at Tommy Douglas
- 45 cards at Cameron
- 210 cards at Metrotown



Library staff also visited four Burnaby parks to ask community members the same “What does being connected mean to you?” question as we asked patrons in branches. Visits took place on weekends or early weekday evenings at Confederation Park, Central Park, Edmonds Park and Cariboo Park. The BPL tent and van helped to attract people’s attention.

Staff approached people in the park to ask the question, and this often led to rich conversations about connectedness and belonging, as well as specific feedback about library services. Many of the people we spoke to had English as a second language.



In total, we spoke to 103 people, including

- 35 people at Central Park

- 29 people at Confederation Park
- 35 people at Edmonds Park
- 4 people at Cariboo Park

Many thanks to Victoria Gomez for coordinating the park events and to Desiree Baron and Andrea Lukic who chatted with community members. Thanks also to library staff in branches for promoting and displaying the cards. Connectedness cards were transcribed by library staff and themed by Kira Tozer Consulting.

3. Engagement with key communities

Data from previous BPL and City of Burnaby surveys suggests that survey respondents skew towards white, middle-aged, English-speaking community members. In order to get information from community members who don't answer surveys as often, BPL librarians connected with existing groups to hold conversations about connection and belonging, and about barriers they face to getting what they need and to using the library. In total, we held 28 conversations, and heard from hundreds of participants. Thank you to participants from the following:

- BPL Teen Advisory Group
- Burnaby Schools Access Classes
- English Conversation Circles at McGill, Cameron and Metrotown branches
- Burnaby Neighbourhood House Tech Café
- BC Housing facilities, including Stratford Gardens, Doug Drummond
- Burnaby Schools LINC classes
- Charlford House residents
- Library Champions program
- Spanish language book discussion group
- Outdoor Resource Centre (at the Neighbourhood Church, Edmonds)
- Nikkei Centre
- Burnaby Neighbourhood House seniors group
- MOSAIC Family Centre
- Tian Jin Temple seniors group
- Burnaby Neighbourhood House family program with newcomer families
- Burnaby Family Life Nobody's Perfect (Korean-speaking parents group)
- Provincial Deaf and Hard of Hearing Services
- Burnaby Neighbourhood Family Place (Rosser)
- Burnaby Schools Foundations classes

Many thanks to staff who facilitated these conversations, including Randi Robin, Nicole Sousa, Hana Kim, Alexander Anaya-Paiero, Emily Guerrero, Kris Wolf, Eva Quintana, Denis Boko, Ryan Tegenfeldt, Andrea Lam, Noreen Ma, Yasmin Jamal, Myles Wolfe, Lorraine Crema, and Duncan Olenick.

We also reached out to leaders from key community organizations to learn about the priorities for their organization and the people they served, the barriers faced by the people who the

organization serves, and any ideas for how the library can help. In total, the Chief Librarian talked to 20 community leaders, including representatives from immigrant-serving organizations, schools, City of Burnaby and organizations working with people who are homelessness. Thank you to all the leaders who shared their time:

- Leon Gous, City of Burnaby
- Gabe Maio, Ministry of Children and Family Development
- Thea Fiddick, Immigrant Service Society of BC
- Sherman Chan, MOSAIC
- Antonia Beck, Burnaby Neighbourhood House, Burnaby Community Services, Burnaby Meals on Wheels, Voice of Burnaby Seniors
- Brandon Curr, Burnaby School District
- Carol-Ann Flanagan, Society to End Homelessness in Burnaby
- Rajeeta Samala, Burnaby Neighbourhood House
- Lizeth Ecobedo, YMCA
- Ryan McCormick, Progressive Housing
- Barb Kalashnikov, Work BC
- Melody Monro, Fraser Health
- Navreen Gill, Burnaby Family Life
- Monique Nelson, PosAbilities
- Jane Li, SUCCESS
- Natalya Khan, Burnaby School District
- Harjit Kaur and Zainab Sumar, Vancouver and Lower Mainland Multicultural Family Support Services
- Brad Kinnie, Journey Home
- Ana Maria Bustamante, Burnaby Intercultural Planning Table
- Andrea Creamer, Burnaby Division of Family Practice

Some community voices are underrepresented or missing from the consultation, in particular Indigenous and 2SLGBTQIA+ people.

Meeting notes were transcribed by library staff and themed by Kira Tozer Consulting.

4. Staff open houses and Board in-person activity

In May and June, the Chief Librarian set up open houses at all four branches. Staff were invited to provide feedback on BPL values and on potential priorities for the library, using the same questions as in the online survey. In total, nine open houses were held, involving 108 staff. Thank you to Board members Ernie Kashima and Sangeeta Subramanian for being part of the open houses. Staff responses were transcribed by library staff and tabulated and themed by Kira Tozer Consulting.

At the June Board meeting, eight board members and four staff participated in a facilitated activity to provide feedback on BPL values and goals and on potential priorities for the library, using the same questions as in the online survey. These were ranked as high, medium and low

priority, which makes comparison with survey data on values and goals challenging. Thank you to Jessica Lee for facilitating the Board session. Board responses were photographed by library staff and tabulated and themed by Kira Tozer Consulting.

Detailed Engagement Results

Engagement results below are presented as themes, with illustrative comments. Results also include specific responses to online survey questions about current values and goals and future services. Board, staff and patrons also provided detailed feedback on specific library programs, services and operations. That detailed feedback will be shared with staff to inform operations, but is not included in this engagement report.

1. The Big Question: What does being connected mean to you?

This question was asked of all survey respondents (board, staff and public), at patron engagement in branches and in parks, and during community conversations. Where comments fell within more than one theme, they were included in each theme. Major themes are summarized below, together with selected comments.

Gathering. Ideas related to bringing people together, in person or virtually, for events, group activities, sharing meals, or opportunities for people to approach and talk to others. 148 people shared ideas under this theme.

I do not feel alone and isolated when I am surrounded by others. [staff]

The library is part of my village helping me raise my children. [public]

The opportunity to just show up at a place and connect with families. [public]

Sharing thoughts and feelings, getting closer and, possibly, be friends. [public]

When people celebrate the life events together: birthday, giving birth, etc. [public]

Inclusion & Belonging. Ideas related to being part of or belonging to group; the freedom to choose the association; comfortable to express oneself; feeling heard, understood and accepted by the larger community. 96 people shared ideas under this theme

A sense of belonging, that I am a part of something grand with other people; I am not just a dot on the map. [board]

Both seeing and being seen in a meaningful way. [staff]

Making life better. [public]

Exercising the bonds of community; in sharing, giving, receiving, and expressing gratitude (or even sorrow when necessary). [public]

A feeling of belonging and like you matter to other people. [public]

Not being left out. [public]

Caring For Each Other. Ideas related to mutual assistance within a community, giving and accepting help when needed, concern and compassion for the wellbeing of others and action to ensure basic needs are met. 91 people shared ideas under this theme

Having people to turn to when something challenging happens or to celebrate something. [staff]

Taking care of our community, especially new neighbours and unhoused neighbours. [public]

Meeting the needs of the community, esp those more vulnerable. [public]

Helping newcomers. [public]

Having a sense of being part of community where I can make an impact, where I can fall back on any kind of support required. [public]

I need a warm sincere listener. [public]

Access to Information. Ideas related to the accessibility of information, diverse sources and formats. 67 people shared ideas under this theme

Easy access to material that helps form a foundation to grow in the hobby, interest or discussion. [public]

Having free and diverse materials that are accessible by anyone. [public]

Friends & Family. Ideas referencing access to or time spent with friends and family. 53 people shared ideas under this theme

In touch with my family, friends and neighbours. [public]

Having a special relationship with people you love. [public]

I always feel happy when I meet my friends and connected. [public]

Communication & Sharing Ideas. Ideas related to two-way communication, in person or virtually; the exchange of information, ideas and opinions. 48 people shared ideas under this theme

When we have become involved with something and we play a significant role in it. We are listened to and consulted. [public]

Opportunities to meet, learn, understand and grow my knowledge of, well, pretty much everything. [public]

Being able to share and learn from each other. [public]

Engaging with groups and getting to know others opinion and points of view. [public]

Physical Space. Ideas that directly commented on the notion of physical space, the safety and accessibility of it, as an enabler of connection. 33 people shared ideas under this theme

Having a place to gather, see others, do activities together and be in community. [public]

The fact that there are organizations like the library providing essential spaces to meet and be, to create. [public]

It makes me feel connected to run into people I know at the library. [public]

Commonalities. Ideas centred on shared interests and purpose; unified action. 29 people shared ideas under this theme

I can find common emotions, experiences, or hopes within the community. [board]

Sitting with people who have similar interests and hobbies and talking to them about all things related. [public]

To care for the same goal, do something about it. Actions over words. [public]

Connecting with people who have also lived through things; peer groups, peer support. [public]

Appreciating Differences. Ideas related to the awareness, understanding, acceptance and celebration of different cultures and lived experiences. 28 people shared ideas under this theme

Sharing stories and experiences ... voices in the community can be heard and celebrated. [public]

Bringing people of all different backgrounds together so they can better understand each other. [public]

Understanding each other – in a multicultural society. [public]

To share, to communicate and to interact with people from all walks of life, so as to enhance social bonding within the community. [public]

Other themes included proximity to others (19 people), positive feelings (16 people), awareness of community happenings (16 people), nature and physical activity (16 people), technology (12 people) personal conduct (10 people), religion and spirituality (7 people), and accessibility (4 people).

2. Going Deeper: Connection, Inclusion and Belonging

Questions about connection, inclusion and belonging were asked in conversations with community leaders, and in community conversations with various groups. Conversations used similar but not exact discussion prompts, and notes were provided in various formats. Conversations were themed broadly, and these themes are reflected below.

Connection and Disconnection, Inclusion and Belonging

Community groups were given the discussion prompt: What makes people feel disconnected?

- Language and cultural barriers increase disconnection.
- Community members talked about the disconnect of not being able to find “your people” and of not feeling seen or heard.
- Lack of opportunities and spaces for social interaction, communication and connection.
- Not feeling valued, being ignored, gestures or invitations to connect aren’t reciprocated, being alone or left out.

Community groups were given the discussion prompt: What makes connecting with people in your neighbourhood easy or difficult?

- Organized clubs, activities, and community events can foster connection.
- Cultural events, and cultural awareness and acceptance, can foster connection, as can learning about Canadian culture. Lack of activities for specific cultural groups and language barriers make connecting difficult.
- Access to technology fosters connection, although online connections don’t always translate to successful in-person connections.

Community groups were given the discussion prompt: What would make Burnaby a more inclusive community?

- Sharing food was mentioned by many people.
- More opportunities to connect and make friends.
- Community events, neighbourhood directories or groups, and creating community traditions.
- Education and volunteer opportunities.
- Kind people.
- Programs and events for different language and cultural groups.
- Walkable communities.
- Learning about different cultures, including Indigenous culture.

Community groups were given the discussion prompt: What makes you feel like you belong?

- Opportunities to meet and be with others.
- Having a voice or a say in what happens.
- Cultural events.

- Being around people with common experiences and backgrounds, or with common interests and hobbies.
- Being acknowledged and represented, and given accessible opportunities to participate.

Barriers and challenges faced by community, and implications for library service

Community groups and community leaders were asked about the barriers that people face in Burnaby, and about the implications of this for library service.

- Affordability is a huge barrier for people in Burnaby. Access to basic needs like housing and food is beyond the reach of some community members. Child care and transportation are also unaffordable. The library can help by continuing to provide free services, waiving/eliminating charges, and by providing information about resources and rights.
- More community members are struggling with their mental health. Since the pandemic, isolation and loneliness have increased since the pandemic. Newcomers, children and youth, individuals facing homelessness, and seniors are particularly vulnerable. The library can help by providing staff and public training on mental health awareness and harm reduction, and by providing spaces and programs that foster community connection.
- There is a lack of access to and awareness to services including primary health care and social services. “Not knowing where to go – this is true of everybody, not just newcomers.” Many people work during the day and can’t access weekday services. Others need child care to be able to access services. The library can help by providing information about services, and by scheduling library programs with working families and parents in mind.
- Newcomers face particular challenges: refugees face delays in getting income assistance; people on work and student visas, and undocumented migrants have less access to services like work and language assistance. Some newcomers do not have print literacy in their home languages. The library can help by offering services in languages other than English and employing better promotion of services.
- Digital literacy, including access to phones/Internet are also barriers, particularly for newcomers and seniors. The library can help by providing access to technology and training. The new Digital Studio is huge – no community member would ever be able to afford the equipment and services there.
- Some Burnaby community members lack a sense of belonging, and feel unseen or unrepresented. Many experience racism and other oppression. The library has a role to play in addressing issues fostering inclusion and in bringing the voices of more marginalized people into community dialogues. Celebrating and recognizing diverse events, days and months can be a role that the library can play.
- There is an absence of identified space for the Indigenous community in Burnaby. Celebrating Indigenous culture and working with local Indigenous community members can be something that the library works towards.
- Burnaby lacks free spaces for people to meet and gather. The library already provides free meeting space, and could expand this role.

3. Imagining BPL in 2029

Imagine it's 2029. What three things has BPL done that make you proud to be connected with the library?

This question was asked of all survey respondents (board, staff and public). The question was asked to help inform direction for BPL's mission and vision.

Responses below have been themed into broad categories.

Programs and events. Ideas included library programs for general and specific audiences, including for marginalized/vulnerable populations, for neurodiverse people, technology programs, programs for families, programs for children and youth, programs for seniors, intergenerational programs, programs for blind or deaf people, programs for 2SLGBTQIA+ people. [129 ideas]

Programming that welcomes neurodiverse people. [board]

We offer the best programs for senior digital literacy. [board]

Variety of programs different ages and communities. [staff]

Families of struggling readers get the support they seek. [staff]

Taking risks on programs that may not be well-attended right away – striving for universal appeal leaves a lot of people out! [staff]

Offers robust programs in many languages, so everyone in Burnaby has events they can attend at the library. [staff]

Increased number of programs/events that help isolated people find a community that they belong to. [staff]

Space/resources for art and creativity. [public]

Community programs that support marginalized people. [public]

Broadened awareness of existing programs and introduced new, innovative ones. [public]

Held lecture on daring, forward-thinking ideas. [public]

Added some fun school-aged sessions that share stories and educate kids. [public]

More activities and programs for all ages. [public]

Collections. Ideas referencing collections, displays, including maintaining current collection, expanding electronic collection, adding new collection types, increasing collection in languages other than English. [109 ideas]

Maintained an excellent collection. [staff]

Provided more opportunities for those who speak/read languages other than English. [staff]

Material that reflects all opinions. [staff]

Diversified the collection to include things other than books. [staff]

Continuing to collect diverse authors and books. [public]

Expand ebook library. [public]

Increased diversity of collections. [public]

Multilingual materials, including Indigenous languages. [public]

A library of things: patrons can check out tools, accessibility devices, tech, crafting utensils, etc. [public]

Physical Spaces. Ideas referencing new library buildings, renovations of existing buildings, expanded or new specific spaces eg meeting rooms, community rooms, prayer room, café, outside spaces. [57 ideas]

The library has locations within 30 minutes of the entire city. [board]

Mitigated impact from existing libraries undergoing construction. [board]

More intentional community spaces for gathering (eg cooling centre). [board]

Projects to rebuild library branches take into account and address core needs in our area: affordable housing and childcare, for example. [staff]

Creating welcome and inclusive spaces that reflect the diversity of our community. [staff]

Growth in programs and infrastructure to match population growth. [public]

Create reading and study spaces in a covered outside space. [public]

Started a branch near where I live in Brentwood. [public]

Available within walking distance of most neighbourhoods. [public]

Expanded their footprint to allow more residents to access library services. [public]

Restarted a bookmobile or pop-up library services. [public]

Staff and workplace factors. Ideas referencing staff engagement, hiring practices, training, employment conditions. [55 ideas]

We have the best employees in the city; everyone is proud to be working here. [board]

BPL being a leader amongst library systems to see our staff as our most valuable resource. [staff]

Appreciation for my contributions. [staff]

Ask for opinions of staff before making changes. [staff]

Support for library staff mental health and well-being (higher wages). [staff]

Encouraging and practicing inclusive hiring and seeing staff team representative of community demographics. [staff]

Having staff that speak different languages/representation from visible minority groups. [public]

Kind, helpful library workers. [public]

Is well-funded and supports its staff. [public]

Priority topics and values. Ideas referencing climate action, mental health, disinformation, Indigenous people, JEDI, anti-racism, trauma-informed, and intellectual freedom. [45 ideas]

Considered climate change and BPL's role. [board]

Prioritized reconciliation and DEI issues, even when difficult. [staff]

Addressed issues of colonialism and the erasure of First Nations. [staff]

Leading on sustainability. [staff]

BPL has reframed all its service policies and incident responses with an EDI and trauma-informed lens. [staff]

Made a strong stance in support of intellectual freedom in order to help strengthen democracy. [staff]

Become a space where houseless people are welcome. [staff]

Continues to provide material that reflects diversity and supports inclusion of all members of our community. [public]

Continued to champion BIPOC voices and work towards reconciliation. [public]

Taken a stand on values eg not allowed transphobic or racist events. [public]

Connection to the First Nations on whose land we are situated (Elder in Residence, land-based programming, native seed library). [public]

Community Integration. Ideas referencing library service outside branches, BPL as a community hub, patron and community engagement in BPL decision-making. [42 ideas]

Moved out into the community – taking the library out of the 4 walls. [board]

Considered social engagement within an increasing context of disengagement. [board]

Provide more opportunities for community members to gather in person at the library and facilitate social gatherings. [staff]

Hub for social engagement around pressing social issues. [public]

BPL is synonymous with Community, and is seen as first-point of contact for many newcomers. [public]

BPL is a leading and trusted source of information and resources, providing residents and visitors with answers, assistance, and opportunities for engagement. [public]

Other themes included access to technology, requests for cultural celebrations, and operational feedback on things like loan periods, printing system, fines and opening hours.

4. Values

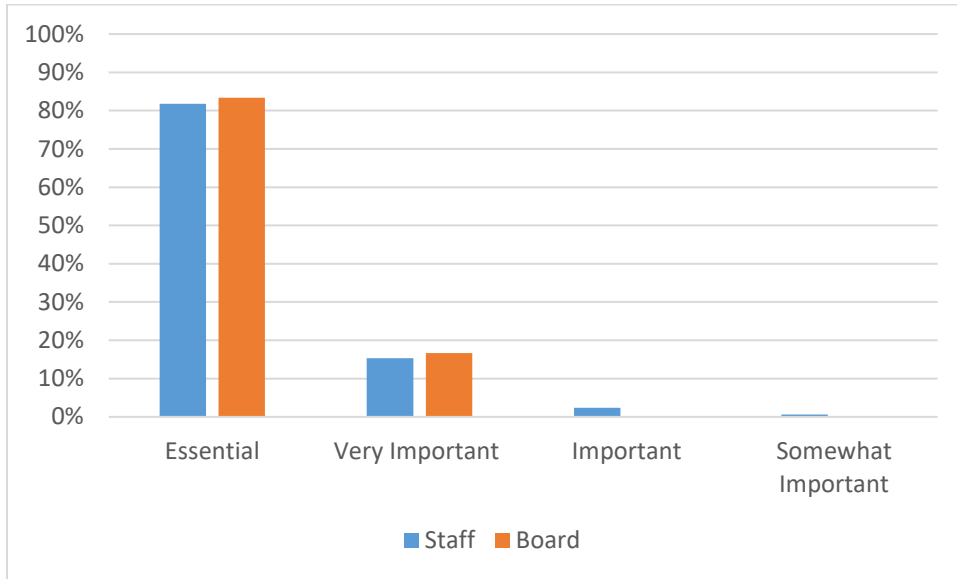
Our current plan has four values (intellectual freedom, community, innovation, integrity). Are these the right values for BPL over the next 5 years?

This question was asked of board and staff survey respondents at staff open houses and at the board engagement session. The question was not asked of patrons or community members because they could be unfamiliar with the concepts or scope of the values.

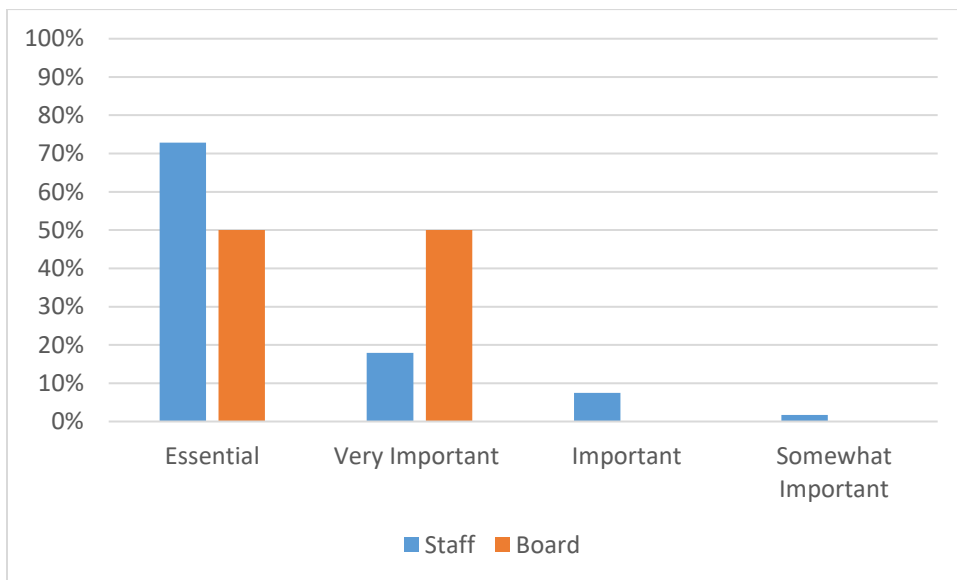
Survey respondents and staff open house participants could rate values as “essential”, “very important”, “important”, “somewhat important” and “not important” – no survey respondents checked the “not important” option for any of the values. At the board workshop, participants could rank goals as high, medium or low priority. For this reason, board workshop results aren’t shown under each value, and the board workshop results are shown separately.

Values below are listed in descending order based on the number rated as “essential.” Comments listed are illustrative.

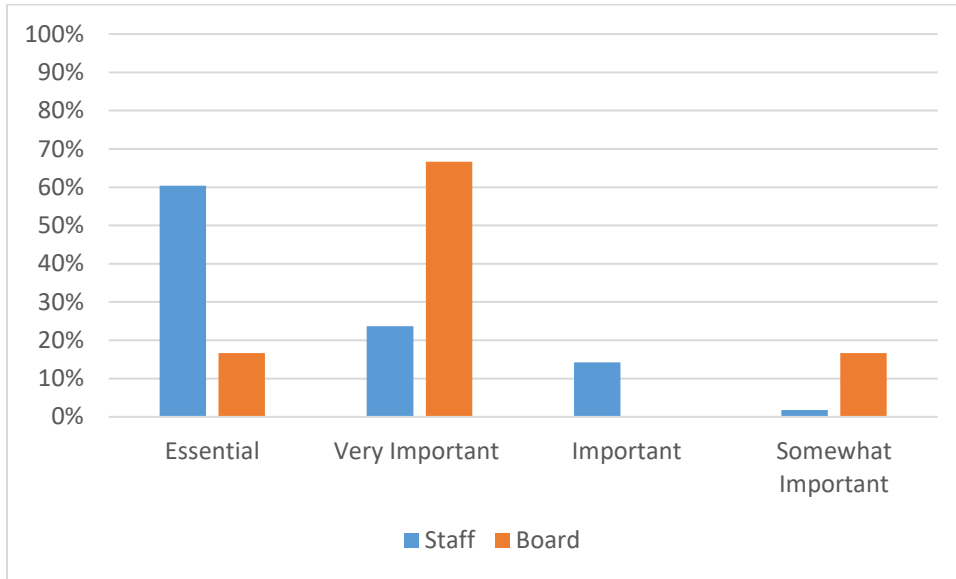
Community



Integrity



Intellectual Freedom



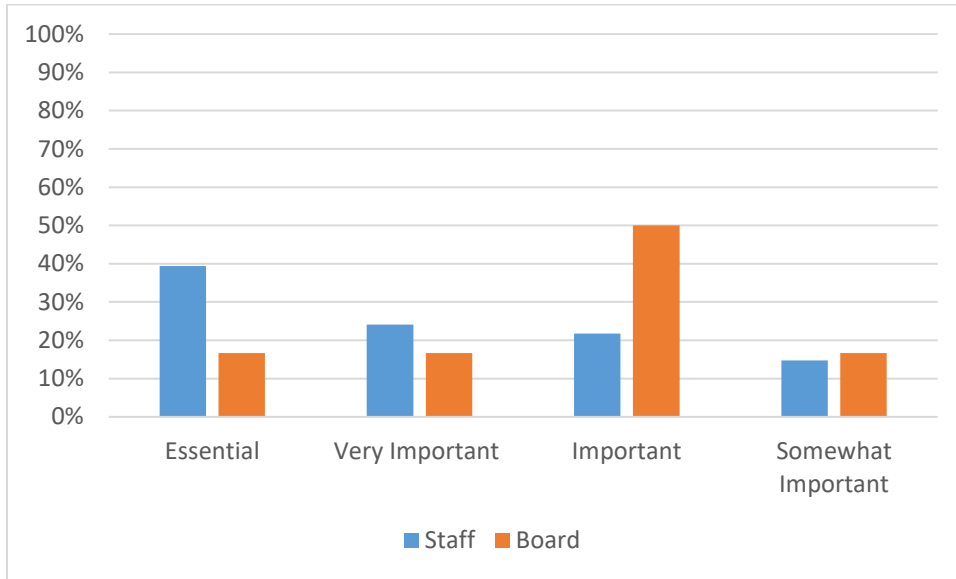
Need guard rails around values of “intellectual freedom” – often racist, homophobic and otherwise oppressive speech, thought and writing uses the crutch of “intellectual freedom”. [board]

IF is the foundation of the library and there are no really good or plausible alternatives to it. [staff]

We shouldn’t prioritize absolute neutrality and IF over the safety and dignity of historically marginalized communities. Our values should exist in tandem and not in hierarchy. [staff]

Library Boards change, staff change, politics change. If choices are made with IF in mind, there is less chance of tyranny in the future. [staff]

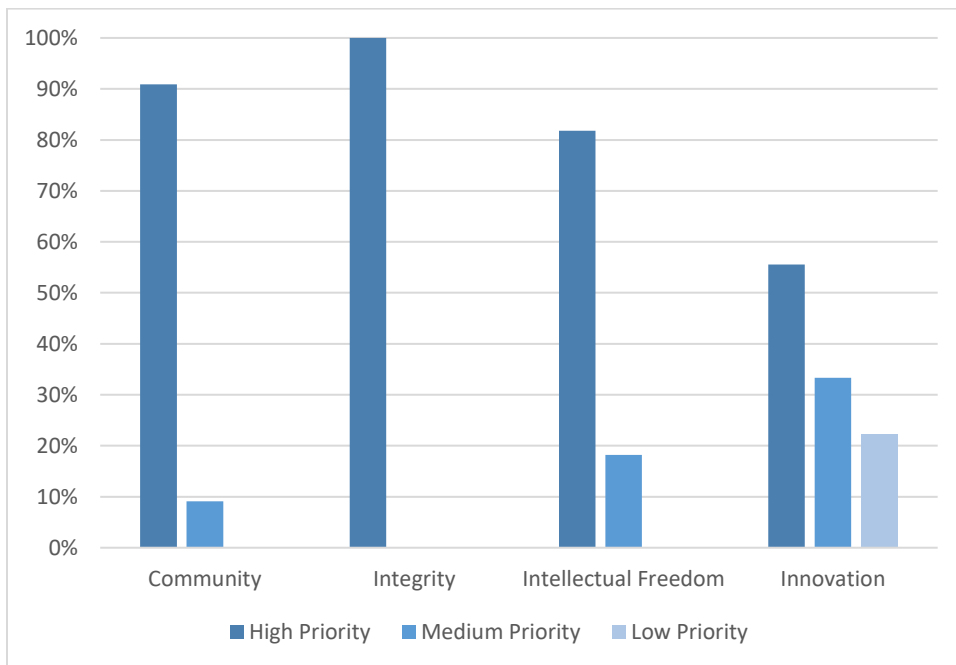
Innovation



Innovate when need to and not for the sake of innovation. Can we please cheer for ideas that are true and tested and worked and need to be kept in place [board]

I'm a little wary of innovation, as I've been in organizations where the newest thing was prized over the most effective solution [staff]

Board Workshop Results



Other Suggested Values

Equity, diversity and inclusion-related [20 comments at staff open houses]

Anti-racism [12 comments at staff open houses]

Social justice [3 comments at staff open houses]

Other suggestions: accessibility, creativity, Truth & Reconciliation, climate action, passion

5. Goals

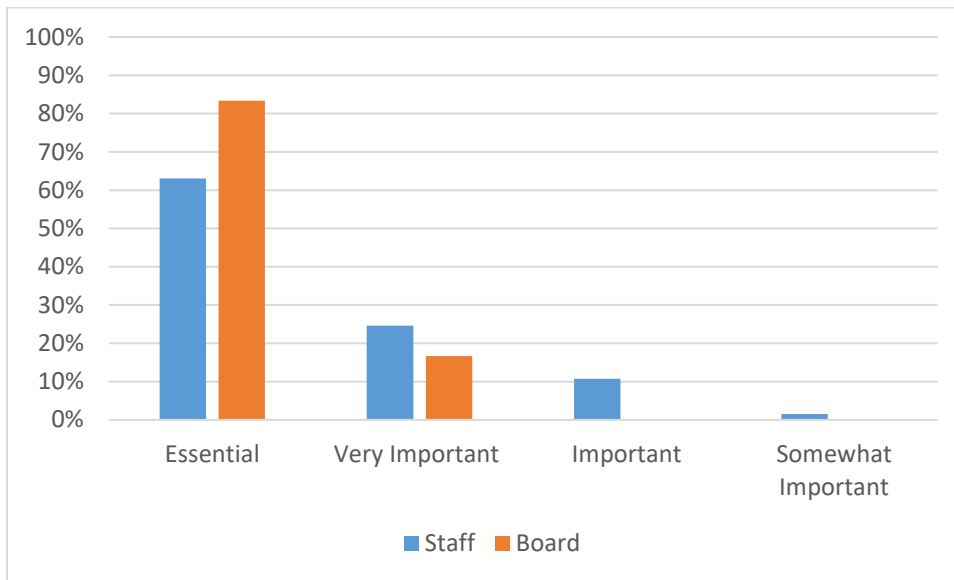
Our current plan has four broad goals. Are these the right goals for BPL over the next 5 years?

This question was asked of board and staff survey respondents, and at the board engagement session. The question was not asked of patrons or community members because they could be unfamiliar with the concepts or scope of the goals.

Survey respondents and staff open house participants could rate goals as “essential”, “very important”, “important”, “somewhat important” and “not important” – no survey respondents checked the “not important” option for any goals. At the board workshop, participants could rank goals as high, medium or low priority. For this reason, Board workshop results aren’t shown here.

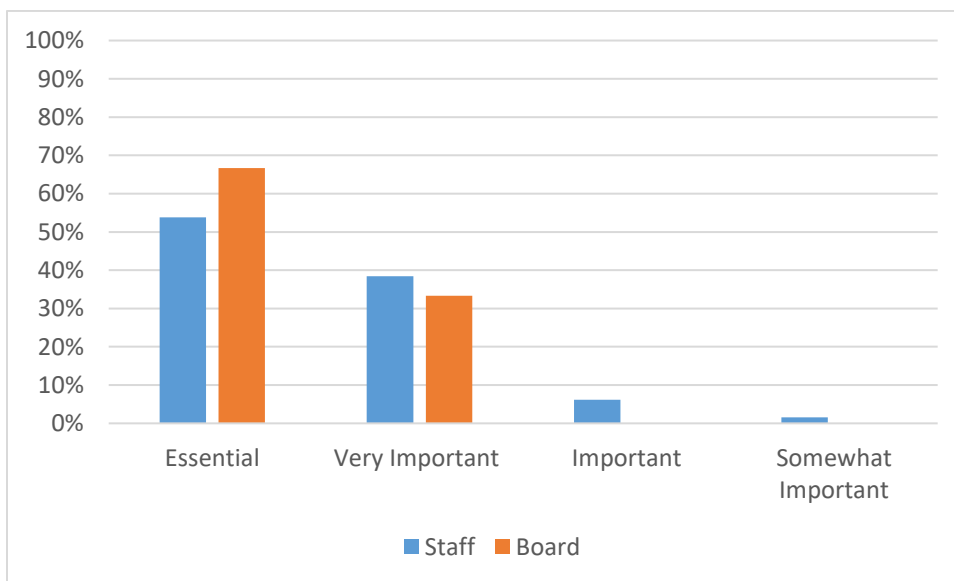
Goals below are listed in descending order based on the number rated as “essential.”
Comments listed are illustrative.

Connect with Community



I think connect with community should now be deepened to something more specific/meaningful. This is so broad and also ideally with the shift to community development we go beyond “connecting” and are “doing” things together more actively. [staff]

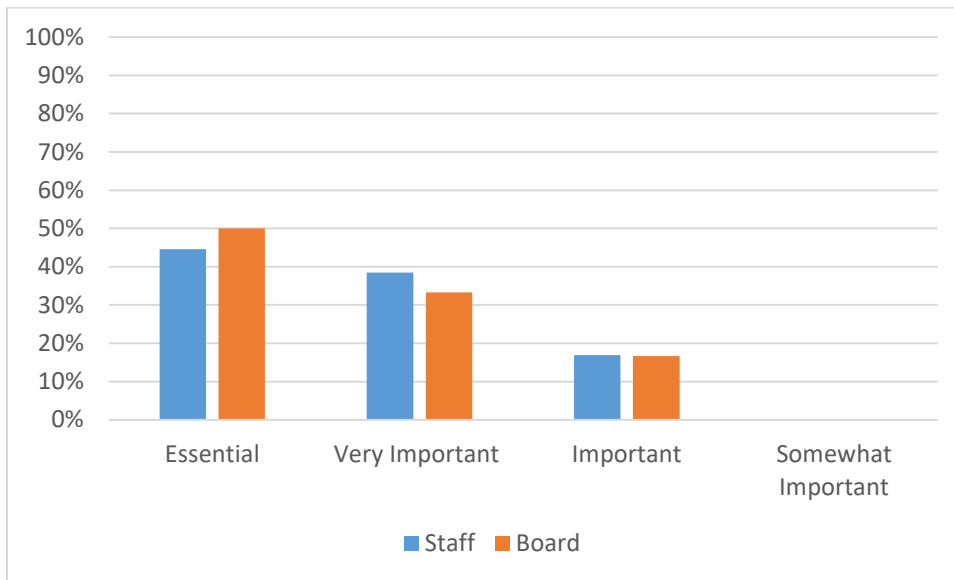
Create Welcoming and Innovative Spaces



There’s that word again – innovative. Can we have welcoming and inclusive spaces that encourage curiosity and creativity and exploration :-) [board]

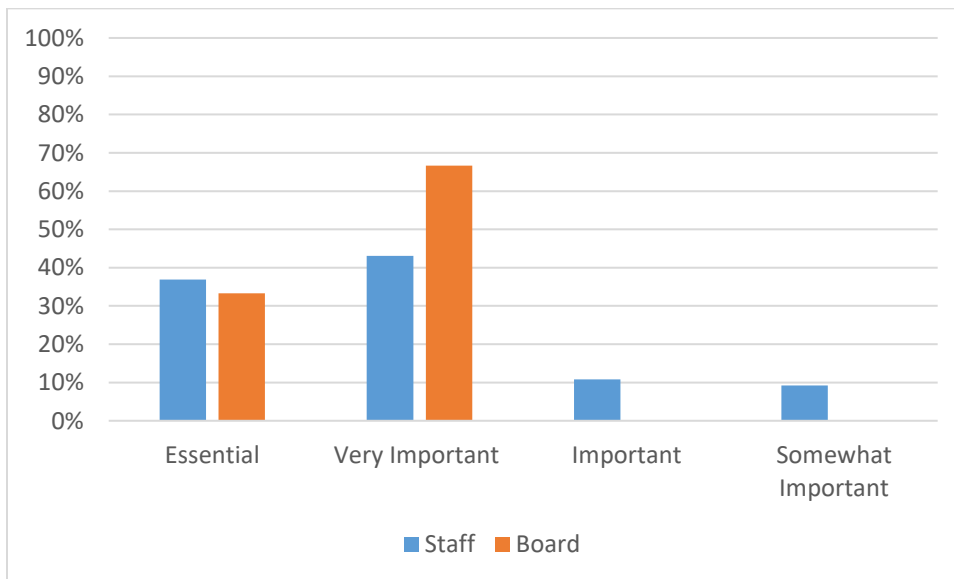
I would like to see something here that makes “create welcoming and innovative spaces” more EDI-informed. [staff]

Encourage Curiosity and Exploration



I think we are woefully behind on “encourage curiosity and exploration” and yet this is super core to what libraries are here for [staff]

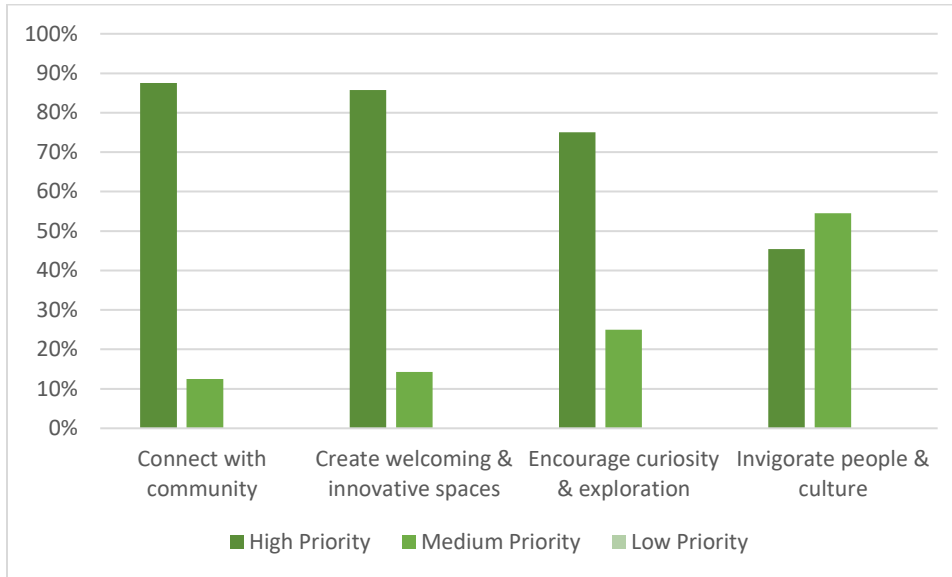
Invigorate People and Culture



“Invigorate people and culture” seems to involve staff training and updating procedures, which I think would happen naturally as we move towards the other three goals. [staff]

Regarding “invigorate people and culture”: the Truth and Reconciliation aspect is essential, while transforming work processes and systems, and promoting our services, feel like means to an end, not goals. [staff]

Board Workshop Results



Other Goals

How do these goals reflect Burnaby’s diversity? [board]

Become an environmentally sustainable organization. [staff]

I’d like to see a goal centred on reading and literacy. It takes X-ray glasses to read this into “Encourage curiosity and exploration”. [staff]

I don’t really feel that we have completed enough in any of these areas to say it’s done or to add more or to take something away. [staff]

Preserving the things that we have traditionally done well including collections and high quality customer service. [staff]

6. Priorities

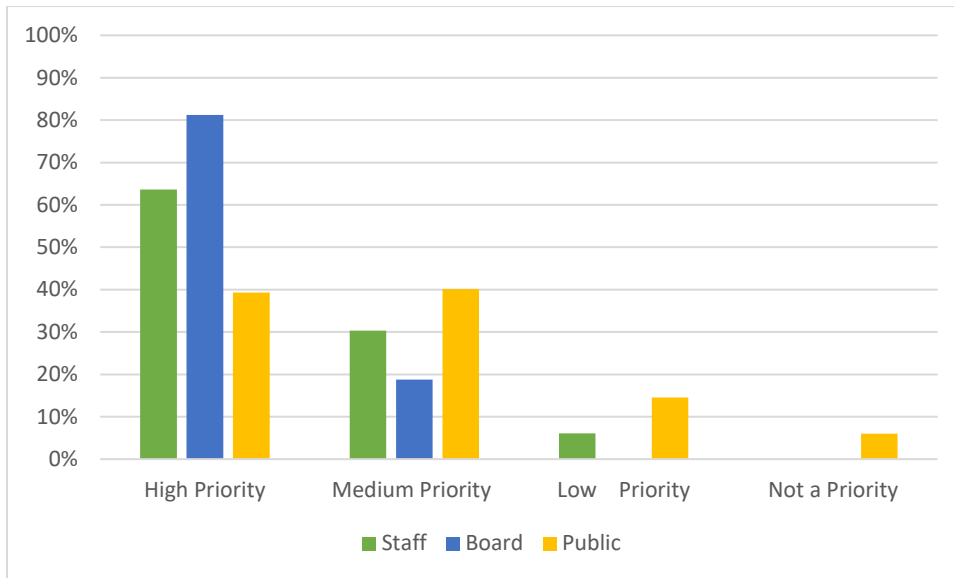
As part of our research, we looked into what other libraries are doing in their communities. How would you rate these as priorities for BPL?

This question included nine possible priorities for BPL, which were developed from the research phase of strategic planning. Priorities were chosen to highlight areas where BPL isn’t currently focused on at all, or areas that aren’t significantly resourced. The question was asked of all survey respondents (board, staff and public) at staff open houses, and at the board engagement session.

Respondents could rate goals as high, medium, low priority, or not a priority.

Priorities below are listed in descending order based on the number rated as “high priority” by staff. Comments listed are illustrative.

Increase services in languages other than English. Expand collections, develop programs



We can't ignore that 60-something % of Burnaby residents speak a language other than English at home. [staff]

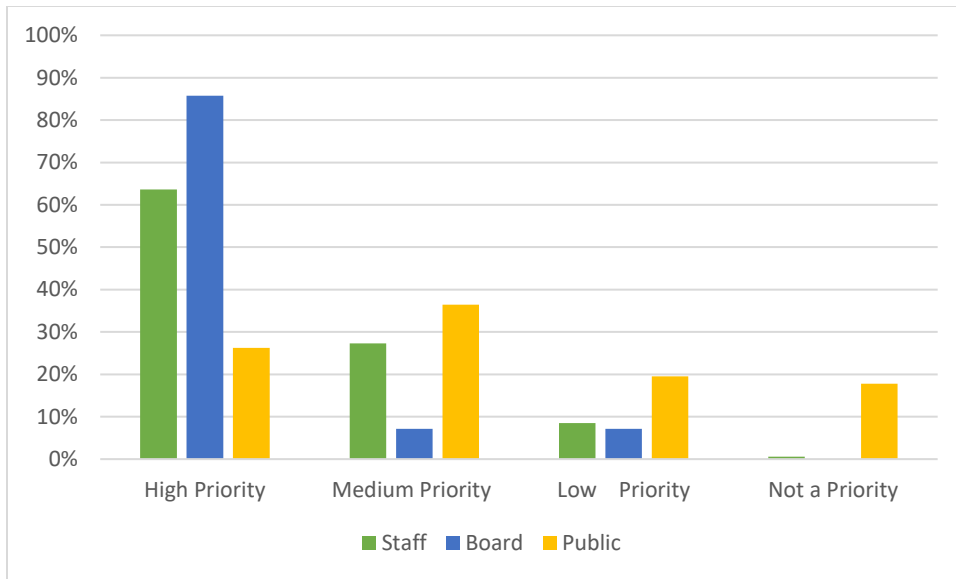
Expanding collections in other languages is fantastic, but without outreach/promotion to these communities, the collections don't circulate (except Chinese/Korean). [staff]

Not collections – not every culture heavily consumes books and other media. Focus on partnerships. [staff]

We have people from all over the world, we need to try to make them feel welcomed. [public]

The community is diverse, so the collection should reflect that. [public]

Services and Spaces for Indigenous People. Indigenized spaces, Elder-in-resident



This must be done in consultation with Indigenous peoples. [staff]

Start with building relationship with local Indigenous communities & more Indigenous staff. [staff]

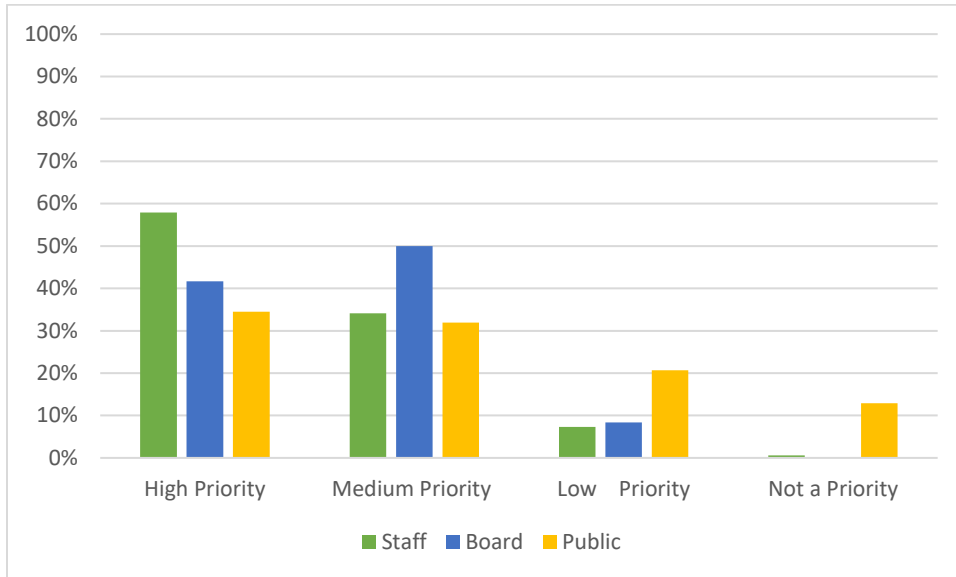
Inclusion and support are key and a sense of belonging. These services are needed. [staff]

Tie climate action and decolonization together. They go hand in hand. [staff]

No group should be a high priority over another. [public]

I think this would be incredibly enriching. [public]

Services for undocumented migrants and migrant workers. Settlement workers in libraries, job search



This is a growing population in Burnaby, and one with limited access to other services. [staff]

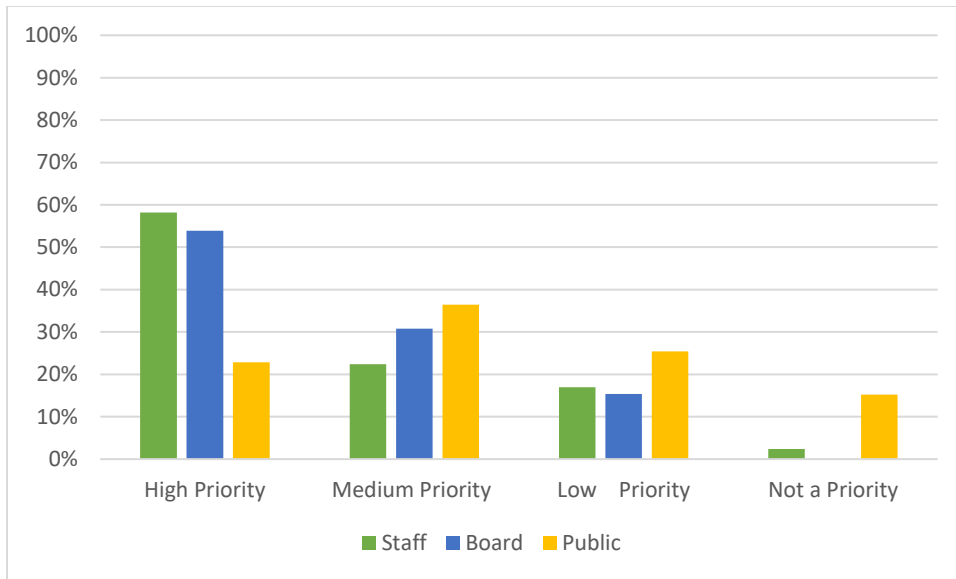
Patrons often come by with questions about how to complete forms. It would be great if we could help them with this, but we'd need the relevant training, or if we could bring in experts. [staff]

Alberta and Ontario have great partnerships with having settlement workers in libraries. [staff]

I want new neighbours to feel welcomed and supported. Not JUST job-based support. [public]

There are services for this. I know. I work at one. [public]

Harm reduction information and services. Provide supplies, de-stigma training



De-stigma training, offering snacks and drinks, making naloxone and drug test strips available could all contribute to making BPL a safer space for everyone. [staff]

I think that while we should be able to provide information and directions to existing resources, actually providing supplies and training might be beyond our staff's ability to cover all that on top of our existing responsibilities. [staff]

I think BPL has already done a great job on this and what more BPL could offer brings staff into providing social work that staff are not trained or licensed to do. [staff]

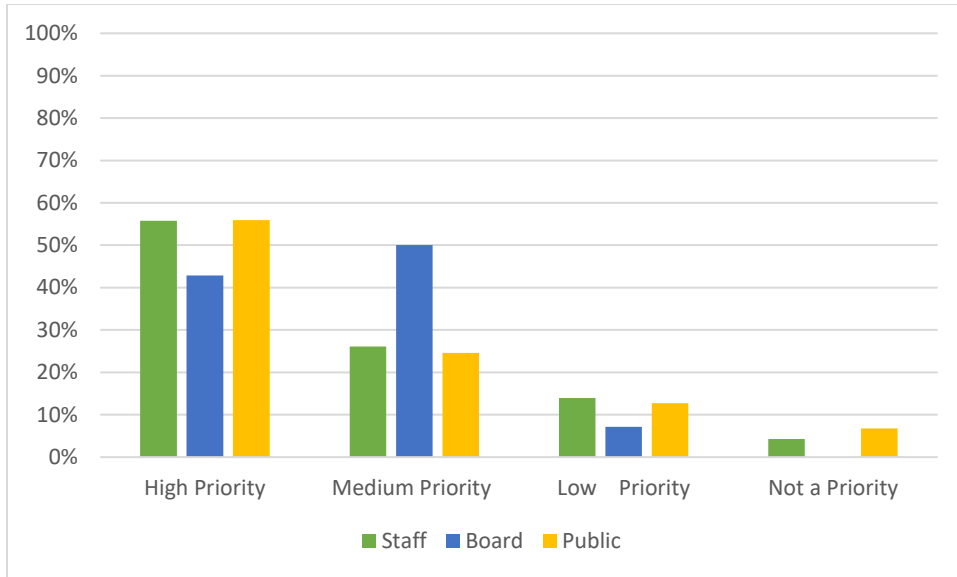
I feel this is mostly out of scope. We are not a health care centre nor are we social workers. [staff]

Would be so good to see this at the library. [public]

De-stigma training is great, but harm reduction is a health services, not library focus. [public]

Don't think this is necessary for library to provide. Other separate venues more appropriate. [public]

Climate Action. Climate crisis programming, libraries as cooling centres



Urgent issue but unclear to me how big a role libraries can play. [staff]

I'd like to see BPL do an audit on how our operations impact the environment. [staff]

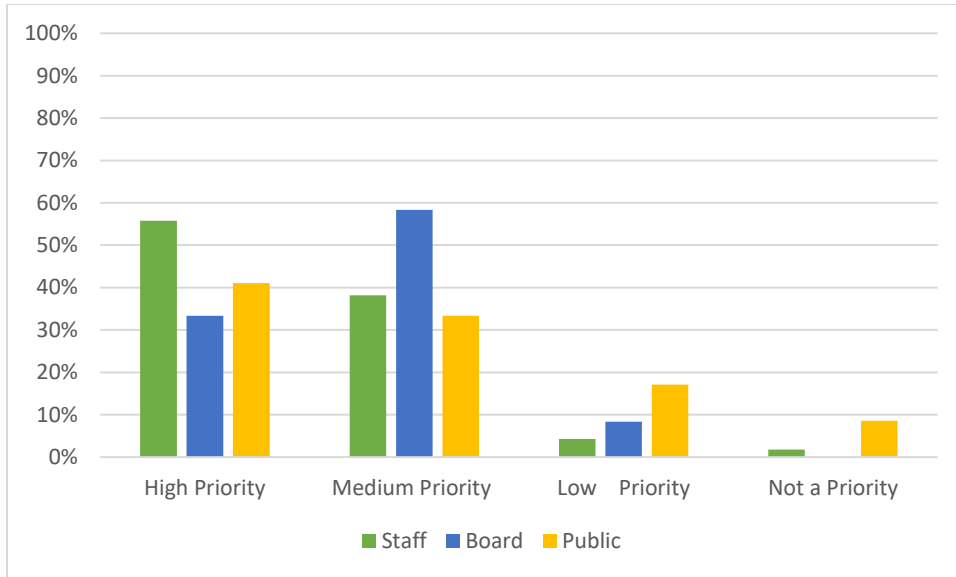
Essential in the future. Need to be more active in promoting community debate, presenting information, and watching our own footprint. [staff]

Make a separate space for cooling centres. Libraries should be quiet. [public]

It is important for many people to have a safe space to go when needed and it is a good idea. [public]

Should be the #1 worldwide priority. [public]

Services and spaces for neurodiverse people. Sensory rooms, quiet hours



Creating and supporting neurodiverse-friendly work environments and workshops on providing neurodiversity-friendly service. [staff]

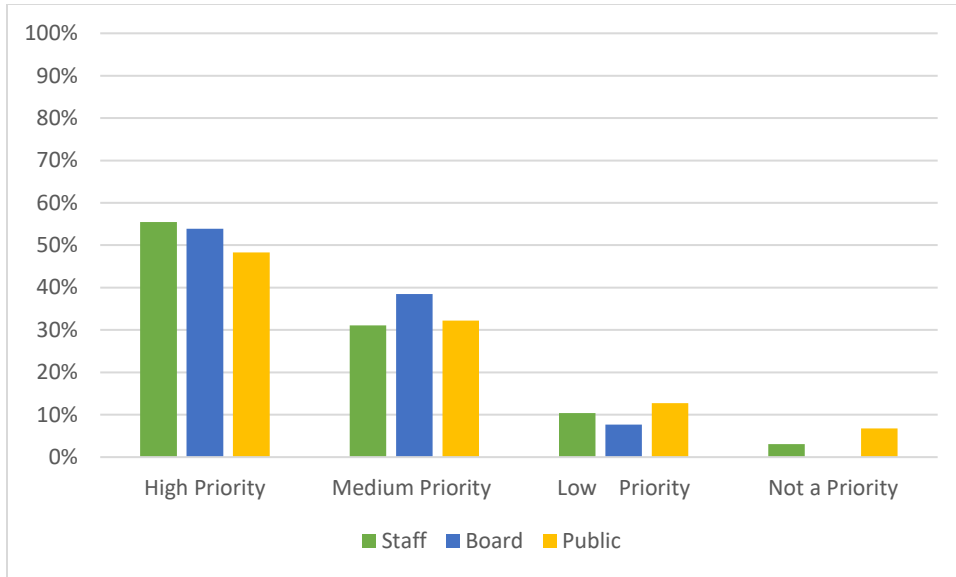
Sensory storytime/rooms for children under the spectrum would be really helpful. [staff]

Sensory kits could be an additional way to address this if we aren't able to make structural changes like sensory rooms. [staff]

Make high priority for those branches that can easily implement - expand when/where possible. [public]

I think quiet hours are a great idea but sensory rooms would be a poor use of real estate. [public]

Address disinformation and polarization. Fact-checking, dialogues.



Important, especially balancing with IF; we need thoughtful planning and staff support. [staff]

This is the heart of a library service, especially in our current time of AI and technology influx. [staff]

Who else in the community or nationally is doing this work? If there aren't many we should focus on this. [staff]

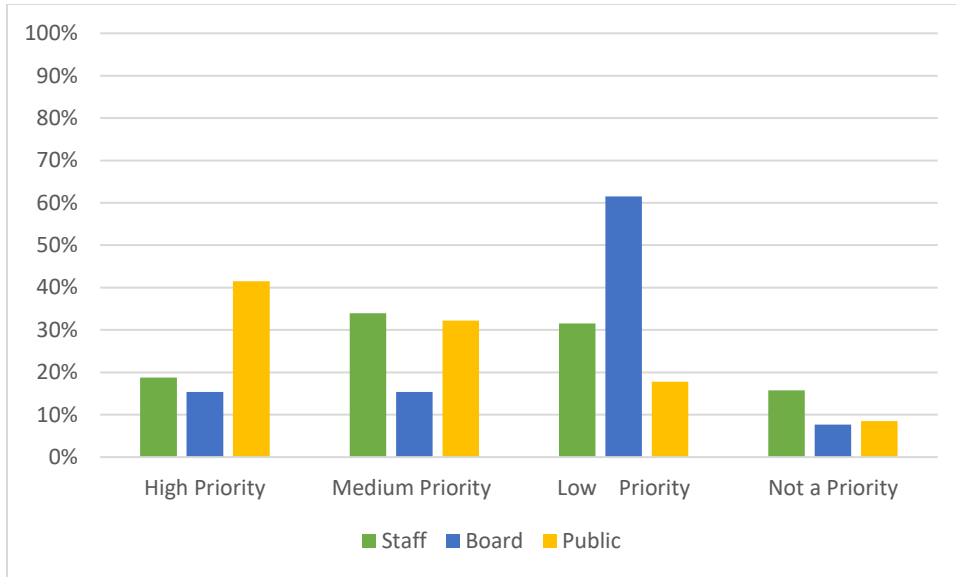
Fact checking and addressing disinformation increases polarization. [staff]

We can't separate disinformation and polarization. [staff]

Fact-checking/science literacy/discerning disinfo is a librarian SUPER POWER. [public]

So vital in today's increasingly polarized society. [public]

Access to books at locations other than the library. Holds pick up, popular collections



With library displacements, this is more important. [board]

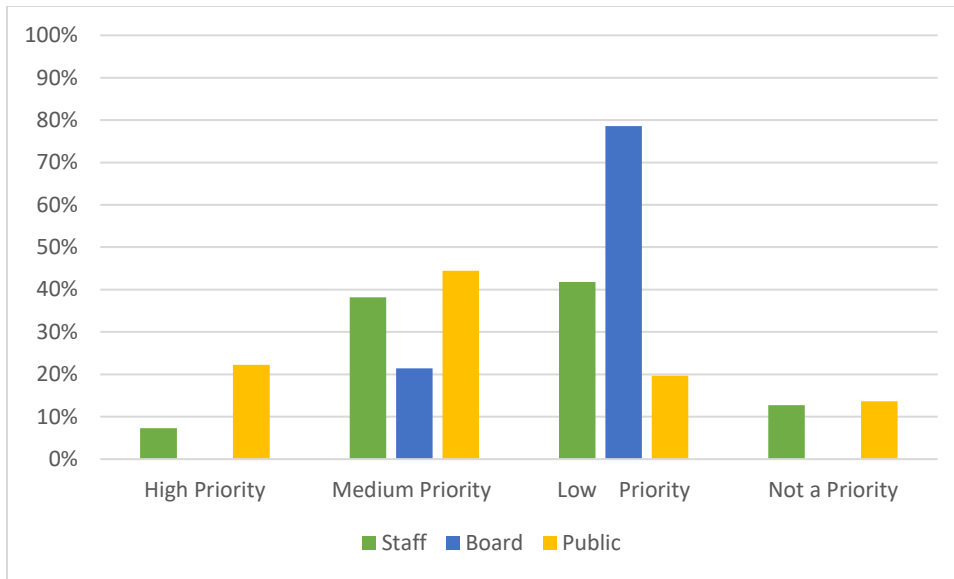
I have heard from community members at University Highlands that they would like a drop off/pick up service. [staff]

Don't take resources away from existing locations. [staff]

I think outreach and offering library services at other locations on a temporary basis to meet folks where they are is great but I have seen things like library vending machines not work well in other systems. Flexibility is key. [staff]

Simplest? Solution – bring back the Bookmobile = solved. [public]

Community Experts. Podcast-in-residence, scientist-in-residence



“In residence makes me think one expert/year. Instead: more experts, shorter duration. [staff]

If it were Indigenous Elder or knowledge-keeper, then high priority. [staff]

Scientist in residence sounds cool! [public]

Podcaster in residence? Give me a break! [public]

Other Priorities

Accessibility

Accessibility and universal design for our users. [staff]

Mental health resources for staff

Mental health/wellness resources. More time to decompress. [staff]

Increased **programming**. (Specific suggestions include digital programming, job search, programming for seniors, children, newcomers, youth).

Amplifying voices and discussions of Burnaby residents. Focus on local communities, local issues, local arts, local history, local food, etc. [staff]

Youth programs and safe space and resources. [public]

More attention to **change management** and resourcing.

Change takes time and will not happen overnight. More consideration of the speed and understanding that there is no rush in the work. [staff]

Without proper staffing levels and support, achieving these goals will be difficult if not impossible. [staff]

Keep focus on **traditional library services**.

Please don't change the basic function of a library – a quiet place for books. [public]

Great to see libraries are looking at variety of services beyond just books. [public]

More involvement and **consultation in decision-making**.

Integrating disability justice motto “nothing about us without us.” [staff]

More encouragement for staff to have a say before library board meetings. Incentives to increase involvement and engagement. [staff]

BPL needs to start listening to Patrons again. Before the year 2020, BPL would actually consult with Patrons before any kind of change was made. [public]

Priorities listed also included operational suggestions, including increased opening hours, increased meeting room and study space, and volunteer opportunities.

Next Steps

This Strategic Planning Engagement Report, along with the Strategic Planning Research Report, will be key inputs as the board develops the next strategic plan.

BPL board members and exempt managers will develop the plan at workshops in Fall 2023.

The plan will launch in January 2024.



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 JULY 20

SUBJECT: STRATEGIC PLAN REPORT Q2 2023

RECOMMENDATION:

THAT the Board receive this report for information.

REPORT

1. Connect with Community

We will:

- Discover and understand our communities’ needs and aspirations
- Identify and remove barriers to library services
- Act as a hub, connecting people with each other
- Recognize and celebrate Burnaby’s diverse communities

NEW MEMBERS	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Metrotown	1,665	3,558	1,893	114%
McGill	911	1,516	605	66%
Tommy Douglas	1,043	1,516	473	45%
Cameron	585	772	187	32%
HLAS	39	30	-9	-23%
TOTAL	4,243	7,392	3,149	74%

HLAS	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Visits	280	318	38	14%
Patrons Served	581	683	102	18%

OUTREACH VISITS	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Adult	120	111	-9	-8%
Teen	7	46	39	557%
Children	42	50	8	19%
TOTAL	169	207	38	22%

OUTREACH CONNECTIONS	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Adult	991	1,617	626	63%
Teen	222	699	477	215%
Children	1,719	2,391	672	39%
TOTAL	2,932	4,707	1,775	61%

Harm Reduction Pilot

From July through October, the Tommy Douglas Branch will be piloting harm reduction resources for patrons. Staff will offer water, juice or a snack to someone who may be experiencing a health issue, food insecurity or dehydration as a compassionate act that strives to accept patrons where they are at, regardless of what their situation may be. By applying an equity lens, this project will employ harm reduction practices to create a more welcoming space by reducing stigma and focusing on the dignity of each individual patron. With supplies purchased and staff eager to act, this service soft-launched in late June. This project is being funded by one-time provincial government funding received in 2022.

Strategic Plan Consultations with Community Groups

This quarter, Community Librarians gathered feedback from underserved groups in Burnaby to inform the creation of the next strategic plan. In response to one of the conversations that community librarian Emily facilitated, one community partner said, "I think the group was very appreciative of having their input be considered and just generally conversing about what they liked (and didn't like) about the community they are part of. The conversations continued long after you left. There are lots of people in the complex that don't participate, we wondered how they might be engaged to come out of their homes. Anyway, thanks for sparking some great conversations!"

Indigenous Peoples Day

This year's National Indigenous Peoples Day celebration was held at Edmonds Community Park. Indigenous Initiatives Working Group members attended and were able to chat with community about the three member-inspired bookmarks spotlighting Indigenous titles for adults, teens and children; and, talk about work happening at the library to support reconciliation. The day was filled with performances, storytelling and Indigenous artisans featuring their works. It was a great day and opportunity to connect!

Online Security and Privacy Presentation

Cameron librarian Rhiannon made a presentation on online security and privacy for seniors residing at the Seton Villa. She reports: "We had about six people participating, so a smaller group but very lively with lots of questions and conversation. Two others stopped by briefly but mentioned that they didn't have computers, so it wasn't as relevant for them. A staff member

also came by at the end of the hour and joined in for the short talk on library resources; they mentioned they hadn't known about all of the resources before."

Pacific Immigrant Resources Society Visits

Metrotown Children's Librarian Sue has been developing a relationship with Pacific Immigrant Resources Society (PIRS), a non-profit organization serving immigrant and refugee women and children. In May, Sue was invited to share information about BPL at one of their English classes which started with breathing and stretching exercises as part of their trauma-informed practice. The group was very excited to hear about fine-free borrowing and the new monthly \$5 free printing benefit, and 21 new cards were made for the women and children. Sue also learned that PIRS operates a special food hub pick-up for their clients in partnership with the food bank, and in June had the opportunity to visit, observe, and learn more. To PIRS staff, the service is a touchpoint from which clients can connect with staff and build community. Sue will continue visiting the food hub pick-up throughout summer.

Introducing Tigrinya-Speaking Teens to the Library

Teen Services librarians Winifred and Victoria hosted a group of 20 Tigrinya-speaking teens and their youth group leader at the Tommy Douglas branch. Staff introduced the teens to books and online resources available to them through the library, and toured them around the branch to help them feel comfortable with the collections and technology, and in particular the dedicated teen space. Staff signed some of the teens up for library cards and provided in-depth reference in small groups to find solutions to problems such as accessing fields for soccer practice, and learning about volunteer work in the community this summer. It was a great opportunity to create personal and engaged relationships, and the teens had fun in the library long after the tour!

Access Classes Social

In June, Teen Services librarians were invited to attend the School District's Access Class Social, a celebration to mark the end of the school year. Access classes serve students, ages 13-19, with diverse abilities including youth with disabilities and neurodiverse youth. Over 150 Access class students, teachers and support workers came together from across the Burnaby School District for the event, which included a very popular dance party and a pizza picnic. As requested by the event organizers, BPL's Teen Services provided an intentionally quieter space at the event with crafts, books and colouring activities, so that there were options for those seeking calmer, low-sensory spaces.

Operating Plan Project Updates		
Project	Project Sponsor	Update
1.1 Revise the Community Resources Guides and Map	Noreen	The project plan has been completed and work will start with the formation of a working group who will conduct an evaluation of these resources.

2. Encourage Curiosity and Exploration

We will:

- Inspire learning and critical thinking
- Cultivate imagination, creativity and play
- Support skill development and digital knowledge
- Enable creation & sharing

CIRCULATION – PHYSICAL ITEMS	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Adult	274,481	275,454	973	0%
Teen	24,941	25,114	173	1%
Children	315,135	319,576	4,441	1%
TOTAL	614,557	620,144	5,587	1%

CIRCULATION – DIGITAL	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
e-Books	61,814	70,124	8,310	13%
e-Audiobooks	26,047	32,065	6,018	23%

COMPUTER SESSIONS	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Metrotown	7,513	14,026	6,513	87%
McGill	4,441	6,430	1,989	45%
Tommy Douglas	8,032	10,589	2,557	32%
Cameron	2,844	3,907	1,063	37%
TOTAL	22,830	34,952	12,122	53%

PROGRAMS	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Adult Community Connections	10	28	18	180%
Adult Digital Literacy	0	5	5	0%
Adult Life Long Learning	6	5	-1	-17%
Other Teen Programs	4	8	4	100%
Other Children Programs	2	45	43	2150%
Story Times	29	68	39	134%
Children Digital Literacy	0	0	0	0%
TOTAL	51	159	108	212%

ONE-ON-ONES	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Patron one-on-one sessions	11	44	33	300%

DIGITAL RESOURCES	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Movies/Music Streamed	11,373	8,423	-2,950	-26%
Online Courses Accessed	4,472	4,676	204	5%

Pop-up Library at LINC classes

Community Librarian Andrea regularly connects with newcomers at Language Instruction for Newcomers to Canada (LINC) classes. Twice a year, Andrea creates a pop-up library experience for newcomers at their school; this is beneficial in that it creates a Canadian library experience for folks in a safer space – their school. This quarter, Info Clerk Ava also came to the events. The students were excited to learn that Ava was a newcomer and former LINC student before becoming a library employee.

Youth Employment Tour

Community Librarians welcomed a youth employment program for a tour and overview of resources that aid in job searching and skill building. While assisting with resources for specific goals is always great, visits like these are particularly enjoyable when we are able to suggest resources that span multiple areas of both their needs and interests. It feels more welcoming when we can share that the library can support community members with a whole variety of materials that can be educational and also fun.

Festival of Learning – Indigenous Allyship

In May, Indigenous author and retired post-secondary educator William G. Lindsay led a 2-hour presentation at McGill called “Understanding Reconciliation: The Indian Act, Residential Schools, and a Novel for TRC Times” as part of the Burnaby Festival of Learning. He talked about his novel in the context of Canadian settler-Indigenous relations, touched on the experience of self-publishing the novel, and ended by talking about how attendees can incorporate acts of reconciliation into their lives moving forward. One attendee said “it was a privilege to listen and learn from William, and to get the opportunity to speak with him and ask questions.” We are planning several author events and we look forward to hosting more Indigenous authors, including Joseph Kakwinokanasum in the fall.

Finding the Perfect Book

A patron was seeking a specific title to read to their mother in a residential care home. Their goal was time-sensitive and it held tremendous meaning for them in seeking connection with their parent at this time. They expressed their gratitude to McGill staff in finding the book, when the title wasn’t known and the book wasn’t at BPL, commending them for their “professionalism, kindness and compassion” and thanking us for our “undying dedication to the art of reading and coming to the library”.

Shifting World Language Collections at Metrotown

In summer 2022, first floor fiction and teen collections at Metrotown were reorganized to better accommodate the collections on existing shelving and to give greater prominence to World Language collections. Perhaps because of their greater visibility, World Language collections seem to always have patrons browsing, there is a 15% increase in circulation compared to 2022, and we have received patron requests to add additional languages. For some patrons,

our rearranging has been a lightning rod for racist comments. There have been multiple instances of patrons (sometimes repeatedly) asking for the “white people books” or asking why the Chinese books are more important than the English books. Staff have been practicing what they learned in anti-racism training but listening to and addressing these comments is difficult, particularly for BIPOC staff. Supervisors are looking for ways to better support staff in their anti-racist work. It takes practice and persistence. But staff report no regrets about giving World Language collections more visibility.

Promoting Summer Reading at Metrotown

Metrotown children’s librarians Hana and Kim visited Maywood community school to promote the Summer Reading Club (SRC). This has led to the majority of students at the school joining the SRC. A number of community groups were also visited, including Burnaby Family Life, Burnaby Neighbourhood House, Language Instruction for Newcomers to Canada (LINC) Daycare and SUCCESS, and invited 11 school classes to visit the library who needed reading support and readers advisory before the summer break. This targeted approach has resulted in many families and children visiting Metrotown for the first time. The branch has been very busy, which is excellent; staff will continue to support and motivate children to read through storytimes, reading programs and self-directed activities during the summer.

Conversation Circle Celebrates Nowruz

Cameron Librarian Yasmin continues to have a great success with the Conversation Circle program, a facilitated group for English language learners. At one session, Yasmin highlighted the importance of the Iranian New Year, called Navroz or Nowruz, which was particularly significant as five of the participants are from Iran. Yasmin says “There was so much joy and pride as they relayed details of this celebration to other ESL participants, who were mostly from China, Korea and Japan. They were so appreciative of learning more about this culture as they had no idea of Nowruz!” The current conversation circle series ended with a wrap-up party, pictured below.



Indigenous displays at Cameron

Kudos to Cameron Information Clerk Lori for creating a display for the Missing and Murdered Indigenous Women’s anniversary and a thoughtful display reflecting on the significance of Canada Day and its relationship to Indigenous peoples, which featured this wonderful quote from Elder Sherry Copenace, Teacher, Social Worker, Grandmother. *“A lot of work needs to be done: the first thing is to acknowledge colonialism, then teach our children and one another.”*

Operating Plan Project Updates

Project	Project Sponsor	Update
2.1 Streamline and Enhance Patron Printing	Trish	Systems staff are working with the vendor and city to implement pay-by-card functionality, which is the last major phase of rollout for this project. Staff are also working with the vendor to resolve technical issues identified since the rollout to branches in Q1. This project is now expected to complete in Q3.
2.2 Open the Metrotown Digital Studio	Trish	Staff have been hired and have started training. Space is close to completion and technology will be in place in time for soft opening in Q3.

3. Create Welcoming and Innovative Spaces

We will:

- Build a new Cameron branch
- Reimagine existing spaces
- Activate new spaces
- Enhance virtual spaces

<i>VISITS TO BRANCHES</i>	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Metrotown	80,104	79,371	-733	-1%
McGill	73,187	97,223	24,036	33%
Tommy Douglas	55,381	71,896	16,515	30%
Cameron	37,211	42,301	5,090	14%
TOTAL	245,883	290,791	44,908	18%

<i>ONLINE VISITS</i>	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Website	204,939	182,700	-22,239	-11%
Catalogue	497,046	437,388	-59,658	-12%

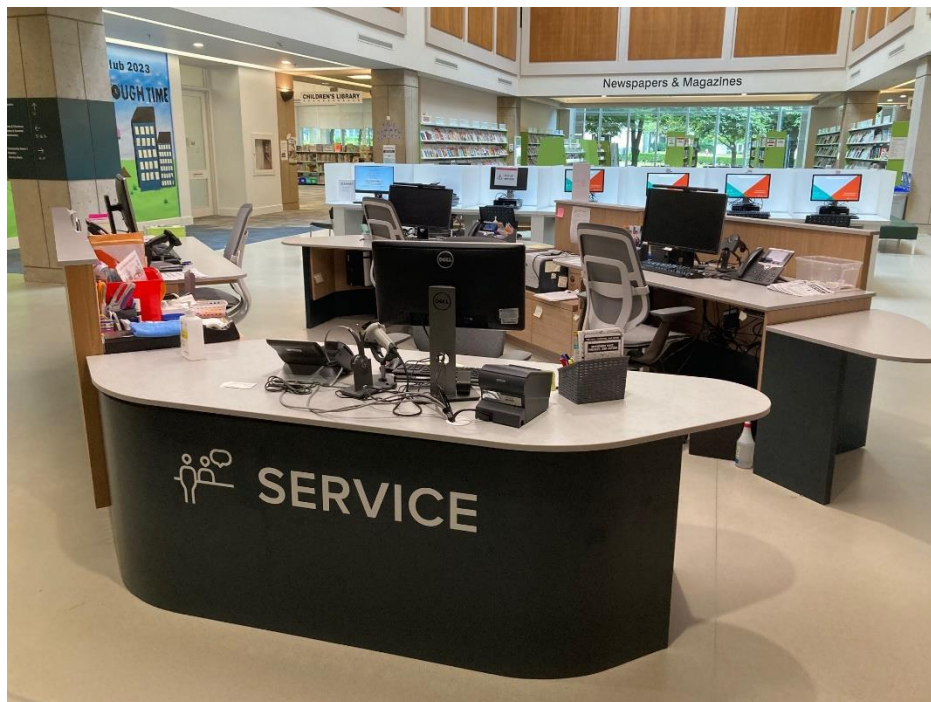
<i>ROOM USE BY COMMUNITY GROUPS</i>	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Metrotown	0	0	0	0%
McGill	3	20	17	567%
Tommy Douglas	0	161	161	n/a
TOTAL	3	181	178	5933%

Operating Plan Project Updates

Project	Project Sponsor	Update
3.1 Build a New Cameron Branch	Beth	Deconstruction is complete for the temporary space at Lougheed Mall and staff have applied for the building permit. Expected move-in date is now late November/early December 2023. The design phase is almost complete for the new, permanent Cameron branch.
3.2 Renovate Metrotown Spaces	Beth	Work is complete on the washrooms, service desk, and internal book return.
3.4 Bring Indigenous design to Metrotown and Cameron	Beth	Project leads are working with the consulting firm to develop the project plan and will begin community consultation in Fall 2023.

Metrotown Renovations

The Metrotown renovation has reached a new stage where we have been able to reveal some of our new spaces and share them with library patrons. We opened up the first floor Service Desk, gender-neutral washrooms, holds pick-up area, moved some public computers with scanning and printing downstairs and opened up the internal returns slot to the automated materials handling system (AMH). Beautiful new lounge furniture arrived and we set up some of the new grab and go display units. There have been mostly positive responses to our new spaces. Patrons have loved the convenience of being able to print on the first floor.





Gender-neutral washrooms are a relatively new concept for Burnaby – we don't have many of them in our public buildings. The response has been mixed. Some patrons are thrilled:

“Love the new bathrooms – gender neutral, single stall, private stalls. Fantastic! I hope this becomes the norm everywhere. Schools, community centers, arenas, malls, events etc. All need to adapt to private single stall gender neutral bathrooms.”

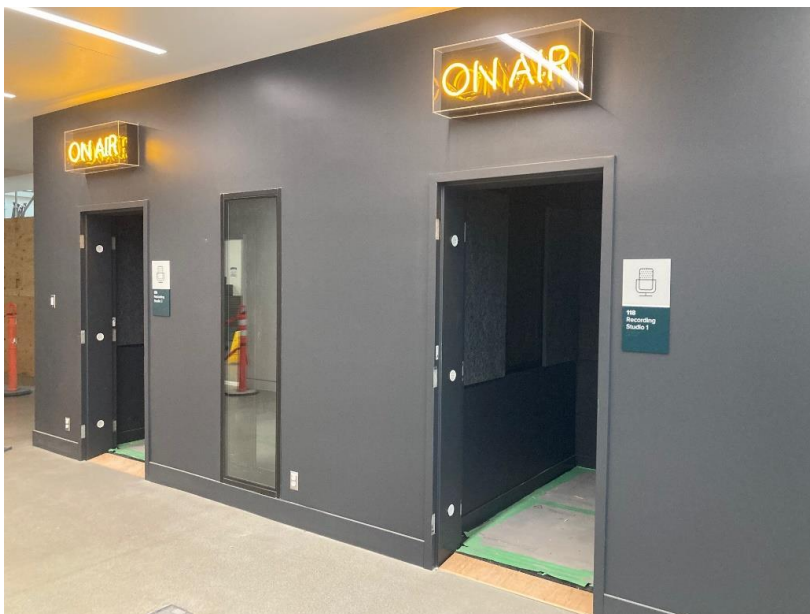
Some patrons are upset. One patron said: “As a man I cannot use your washrooms without feeling very out of place and embarrassed. As I walked in, looking for a men's washroom I encountered a teenage girl in the same space as I.” Another patron commented: “I do not agree with the new policy of combining men and women into the same washroom. It would have sufficed if a third area was created for

the people who do feel comfortable in such a situation. Women have lost out on having a place where they can feel private from men for a while; some women have lost a place where they can feel safe.”

Staff responses to negative comments about the gender-neutral washrooms is to listen to the concern and to point out that there are many washroom options in the building: there are five additional separate accessible washrooms and two family washrooms.

Metrotown Digital Studio

In June, the complement of Digital Studio staff was hired and trained. The team has been working to prepare the Digital Studio for opening. This includes reviewing community needs, testing new software and equipment, planning activities, and preparing training. The team is also working on how to incorporate the takeaways from the community engagement process from earlier this year, as well as finding methods to continue to gather feedback on what community members would like to see going forward. The Digital Studio is beginning to take shape and the staff are excited to welcome patrons into the space this summer.



Finding Space for Community Groups

Because of Community Librarian Mariah's ongoing relationship with the North Fraser Métis Association, the women's beading circle were comfortable in reaching out to Mariah to see if library space was available for this group to meet. The McGill library was able to accommodate the request and Mariah is continuing to connect with folks in the space.

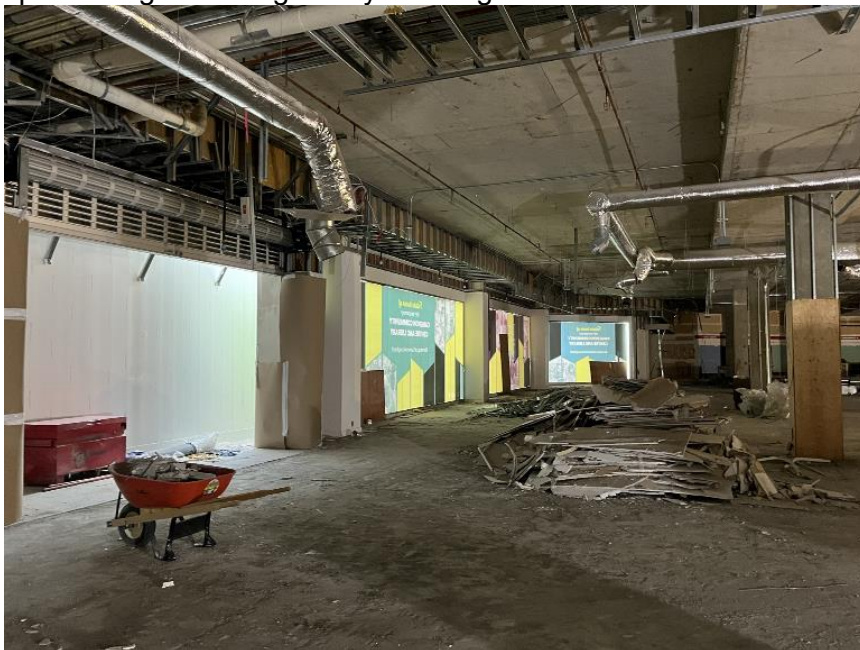
Impact of Library Community Rooms

BPL's community rooms have always been a valued resource for local groups of all types, especially now that the availability of other, similar spaces has shrunk following closures during the pandemic.

Some groups have shared that additional services and spaces would allow more of their members to attend. A Burnaby Settlement Worker in Schools who is working with an English class for Farsi /Dari and Pashto speaking women from Afghanistan and Iran told us that lack of child-minding is a barrier to attendance. Sometimes these accommodations can be addressed relatively easily. While a solution for the English class is being worked on, two other user groups at the Tommy Douglas branch were able offer regular child-minding at the branch this quarter by using both community rooms. Immigrant Services Society (ISS) staff told us that making an exemption to let the group have both rooms helps women facing barriers access education and training and the means to financially help their household, and also gives people an opportunity to reduce social isolation because they can attend a program and receive childcare. Having access to the kitchenette allows them to share food and builds cultural and social connections. The service provider commented: "This builds clients' comfort and confidence in visiting the library outside of a specific ISS event, and hopefully forge connections with a safer and welcoming space and the wonderful people at the branch. Thank you for supporting newcomers in the community. Your thought and care is making an impact that won't be forgotten."

Temporary Cameron Library

Work continues to prepare Cameron's temporary facility at the Lougheed Mall. The demolition is finished and we are waiting for the building permit to be issued. We've been working on various projects for the architect including furniture and signage, and have identified a mover specializing in moving library shelving and books.



4. Invigorate people & culture

We will:

- Support staff to reach their full potential
- Deepen our learning and integration of the principles of Truth & Reconciliation
- Transform our work processes and systems
- Strengthen our partnerships
- Promote our services

STAFF TRAINING	Q2 2022	Q2 2023	Increase/Decrease	
			Number	%
Training Sessions/ Conferences Attended	99	108	9	9%
Staff Attending Training/Conferences	95	73	-22	-23%

Operating Plan Project Updates

Project	Project Sponsor	Update
4.1 Build an inclusive and supportive workplace for staff who are Indigenous, Black or persons of colour	Beth, Trish and Heidi	Anti-racism projects are being steered by a working group and some individual projects are complete.
4.2 Address racial harm towards staff and patrons who are Indigenous, Black or persons of colour	Beth, Trish and Heidi	Anti-racism projects are being steered by a working group and some individual projects are complete.
4.3 Improve materials handling processes	Trish and Heidi	Team leads have completed the Lean training necessary for this project, and are now working to map materials handling processes. This project is expected to complete in Q1 2024.
4.4 Create new staff Intranet	Trish	This project was paused in Q2 due to changes in the external development team. Work has resumed, and the project is expected to complete in Q4.
4.5 Implement the Accessible BC Act requirements	Beth	The Manager, Community Development is participating as the BPL representative on the Access Advisory Committee for the City of Burnaby. The committee convened its inaugural meeting in February. Burnaby resident representatives have brought many access issues forward. City of Burnaby staff are working on creating a feedback mechanism for residents to share concerns. And, Urban Matters is the consultation firm who will work with the Access Advisory Committee and City of Burnaby to develop the accessibility plan.

4.6 Create a new Strategic Plan	Beth	Strategic plan engagement phase wrapped up at the end of June, and plan development workshops have been booked for the fall.
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Anti-Racism Response Training

In April and May, 172 BPL staff participated in Anti-Racism Response Training over Zoom. Sanath Training facilitated seven sessions, with two BIPOC-only sessions, that were three hours in length, and an additional hour of paid time was provided to all participants for self-care afterwards. An evaluation survey was conducted after the training and 81 percent of respondents found the training to be useful or very useful. And, 83 percent of respondents were likely or very likely to use the tools that they learned about in the training. Most staff appreciated the level of participation and interactivity built into the training sessions in addition to the time and space provided for discussion in smaller break-out groups. Overall, staff agreed that practicing the skills learned and consistent training would help staff to implement the tools and strategies learned in the training. Moving forward, this training will be operationalized and offered at regular intervals with the exploration and creation of a module for onboarding new staff.

Community Development Mentoring

BPL hosted a library school student from UBC this quarter. As this student was particularly interested in community development work in libraries, they were able to accompany the Community Librarians on some community visits. Experiential learning is the key to this work and the Community Librarians were grateful to be able to provide insight and on the job experience as well as sharing about community-led librarianship in practice.

Home Library & Accessible Service Technology

Home Library & Accessible Service (HLAS) staff have been busy these past four months moving to a new Home Library module in Horizon, our Integrated Library System (ILS) or simply put the database staff use to check in, check out, and look up titles that we have. This Home Library module can now keep track of all the titles that HLAS patrons borrow which replaces a card system where a staff member wrote down the name and date on a paper card every time a patron borrowed an item. Patron preferences, route information, and delivery details (formerly recorded in a separate database) can now be included through the Home Library module as well. The staff have worked hard in transferring the information over to the new system and we've only had a couple of complaints where something had been missed for a patron. Now the staff are working with one system to select and deliver items to its patrons. A shout-out to the HLAS staff who have transitioned from processes that have been in place for many years!

Musculoskeletal Injuries Review Recommendations

A review of Repetitive Strain Injuries (RSI) and Musculoskeletal Injuries (MSI) among library staff – primarily Information Clerks – was initiated in June 2021. The number of RSIs reported in the first six months of 2021 was already approaching the number reported in any previous year.

In July 2021, a summary of the review was sent to the City's Safety Office together with a request that all four library worksites be assessed ergonomically, and recommendations be made so that BPL could focus on reducing such injuries as much as possible in both the short- and long-terms. Simultaneously, an internal working group began looking at potential causes and solutions.

The Safety Office presented the findings of their assessment to library staff in July 2022. Their review looked at policies and procedures in place for circulation-related duties, staff training and awareness of MSI/RSI, supervisory practices, and physical spaces and equipment. A total of 23 recommendations were made across all four BPL branches, some systemic in nature and some specific to a particular branch.

In May 2023, it was determined that all 23 recommendations had been resolved and the review could be considered to have been completed.

The review is one part of ongoing efforts to prevent and minimize RSI and MSI injuries, which includes the project to improve materials handling processes.

New Teen Librarians

Thanks to increased funding from City Council, BPL hired two new teen librarians this quarter, bringing the teen team to four. The teen librarians are working together closely this summer to deepen and grow relationships in the community so that Burnaby can serve vulnerable teens even more intentionally.

Comments and suggestions from patrons

I want to thank all you 'Library Helpers' for bringing so many interesting books to my home. I especially enjoy the historical novels and the police mysteries. I do appreciate your service!

HLAS patron

Thank you so much. BPL is the best, hands down; especially the Metrotown Branch, it's my favourite library in Metro Vancouver. I should also mention that I find the staff to be wonderfully kind, patient & helpful; all in all a pleasure to deal with!

Metrotown patron

Please resume the outdoor activities, eg. bird watching, tree identification in Central Park, stargazing with a telescope to mention a few.

Metrotown patron

I love Burnaby library. The loan period of 1 month is excellent and I have received great service in using the InterLibrary program. I find the catalogue easy to use and very helpful. I usually do not have overdue items, but having no fines is very generous.

Online feedback

The library staff are extremely helpful and always ready to help. One of the nicest and kindest bunch. Keep it up.

Online feedback

Displays like Asian Heritage Month and Ramadan that I saw last week are a great way to promote tolerance and understanding. Kudos to BPL! And thank you!

Cameron patron

If anyone wants to feel good they should come to the library.

Cameron patron

All these technology, it is hard, but I am so glad because every time I come here, you are all so great. When I ask for help everyone is always happy and ready to help me.

Cameron patron

My requests for new book purchases by the BPL also have been kindly considered and often fulfilled. Please keep up the good work – you are indeed a welcome and much-needed community service!

Tommy Douglas patron

I wanted to pass on some wonderful praise from a patron/teacher who returned a storytime kit. She was thrilled and thankful the library had these kits. Every book was a hit especially popular were the felt books. Furthermore, she praised the library in general for the welcoming space and helpful staff.

Tommy Douglas staff

A handwritten signature in cursive script, appearing to read 'Beth Davies', written in black ink.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY



TO: CHAIR AND TRUSTEES
BURNABY PUBLIC LIBRARY BOARD

FROM: CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY

DATE: 2023 JULY 20

SUBJECT: METROTOWN RENOVATIONS

RECOMMENDATION:

THAT the Library Board receive this report for information.

REPORT

In July 2022, work began on renovations of the Metrotown branch.

- The library was closed to the public in July and August to allow demolition and construction work to begin, and so that restoration work arising from the June 2022 fire could continue.
- By the end of 2022, an automated materials handling system was installed, and three washrooms were opened on the second floor.
- In May 2023, new universal washrooms on the first floor were complete, and the new information desk and holds area was open.
- In June 2023, the east (civic square) entrance was open, and patrons could use the automated materials handling system from inside the library.
- Work on the digital studio, recording studios, outside book return, and new multipurpose space is expected to complete by the end of July.

Staff are very excited about the new spaces and feedback from patrons has been largely positive. Photographs of the spaces will be shared with library trustees at the July meeting.

The work has been very disruptive for both staff and patrons, both in terms of construction noise and in terms of workflow adjustment as spaces open and close. We are currently planning a staff thank you celebration at the end of August. A more official opening will be planned for the fall.

A handwritten signature in blue ink, appearing to read 'Beth Davies'.

Beth Davies
CHIEF LIBRARIAN
BURNABY PUBLIC LIBRARY